



1M **CIVIL**
CONVERSATIONS

**CARDS
AGAINST
INCIVILITY**

HOW CIVIL HAVE YOU BEEN TODAY?

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BETTER WORKPLACES AND A BETTER WORLD CAN START WITH ONE **CIVIL** CONVERSATION.

Every day, millions of conversations unfold at work and beyond. Imagine how powerful your workplace could be if every one of these discussions began with the intention to understand each other.

Use these cards to discuss and even disagree but keep it civil.

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When tough talks in the workplace arise, **how do you react?**

No matter the topic, **civility is about making the conscious choice** to turn tough talks into teamwork, discord into dialogue, and conflict into opportunity.

Name **3 ingredients** for a civil conversation.

- **Empathy:** Feel the viewpoint.
- **Honesty:** Speak the truth.
- **Respect:** Value every voice.
- **Transparency:** Clear intentions.
- **Trust:** Rely on reliability.

CIVIL ICEBREAKERS

What is your
go-to playlist
at work?

Most
unconventional
advice you ever
received at work?

When you were
a kid, what did
you want to be?

What are the issues today most **negatively impacting** civility?



One-third of U.S. workers believe **workplace conflict will increase** over the next 12 months.

Citation: Civility, Conflict and Expression,
SHRM Research, 2024.

How do you speak up, assertively, **and stay civil?**

At work, wielding
assertiveness with respect
isn't just necessary—it's vital.

Can you build a feedback culture that **uplifts without offending?**

Providing constructive
feedback is **essential for
growth**, but it can sometimes
be misconstrued.

Social media – how does it **impact civility** in our lives?

Many people fault social media and technology for eroding civility, while some believe they can **foster closer connection**.

Can a **genuine compliment** halt conflict in its tracks?

It's cool to be kind. Recognize the **value** your team members provide through their:

- **Skills and abilities**
- **Commitment and dedication**
- **Subject matter expertise**
- **Flexibility and agility**

What **tactics** **have you used** to quell the office rumor mill?

Office gossip and rumors can negatively affect team morale.

All team members and leaders are responsible for championing empathy.

How can business and HR leaders create a culture of civility through **inclusion, equity and diversity?**

44% of workers say their organizational leadership **encourages open, respectful and civil dialogue** around race and other intersectional identities.

Citation: SHRM's 2023 Voice of Work Survey.

How can team leaders **ensure employees remain respectful** if they choose to address tricky topics like religion?

While **92%** of U.S. workers have a religious identity of some kind (including atheist and agnostic), **nearly half have not disclosed their beliefs at work** for fear of unfair treatment.

Citation: SHRM's 2023 Religious Discrimination in the Workplace Research.

What does **civility** **in the workplace** really mean for people and business?

- Workers who rate their workplace as uncivil are over **3X more likely to be dissatisfied** with their job.
- Civility opens workplaces up to more diverse perspectives and ideas, **driving creativity and innovation.**

Citation: Civility, Conflict and Expression,
SHRM Research, 2024.

Are you a catalyst for civility?

**Do you value diversity
of thought and differing
opinions?**

**Do you encourage openness
and honesty?**

**Do you engage in empathetic
listening?**

**Do you model polarizing
discussions from the top
down?**

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**Together we can create better
workplaces and a better world, one
conversation at a time.**